PERFORMANCE MEASUREMENT WORKSHEET

Program Statement:

Program Objective:
Example #1: To increase the number of active volunteers supporting X population by 2% annually in order to maintain a volunteer-client ratio of 1:1 in the XYZ program.

	Input Indicators	**Output Indicator**	**Efficiency Indicator**	**Service Quality Indicator**	**Outcome Indicator**
Indicators for Example #1	Number of Current volunteers	Number of clients in the XYZ program	Client to volunteer ratio	# of volunteers remaining in the program to meet the client commitment # of volunteers satisfied with their relationship	Percentage increase of volunteer participation over prior year.
Indicator Calculation	Sample: 150	Sample: 180	Sample: 150/180 or .833	Sample: 137 remained active through commitment 112 were satisfied with their relationship	Last year: 139 volunteers This year: 150 volunteers % increase: 7.9%
Data Source(s)	Volunteer database	Agency program database	Agency and volunteer program databases	Volunteer database tracking Volunteer survey.	Volunteer data from this year and last year. (2% = 142)

Program Statement:					
Program Objective: *Example # 2*: To involve volunteers in the XYZ program in order to maximize the resources of the prevention section by a 1:4 return on investment.					
	Input Indicators	**Output Indicator**	**Efficiency Indicator**	**Service Quality Indicator**	**Outcome Indicator**
Indicators for Example # 2	Staff hours (and value) required to recruit and support a volunteer	Number of volunteer hours contributed (and value of the contribution)	Staff hours/volunteer hours Staff cost/ Volunteer contribution	Cost benefit of a volunteer to the program	Return on the investment
Indicator Calculation	77% of Vol Admin time $400 for supplies, recognition, training. Full-time =2080 hours x .77 = 1601 hours	Volunteer Hours: 5500 Contribution value: $ x 5500:		Analysis of overall agency program budgeting efficiencies in relation to volunteer benefits.	For every $ invested, you get X in retur
Data Source(s)					

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Program Statement:					
Program Objective:					

	Input Indicators	**Output Indicator**	**Efficiency Indicator**	**Service Quality Indicator**	**Outcome Indicator**
Indicator					
Indicator					
Indicator Calculation					
Data Source(s)					